

<b>SOG 101.11</b>	<b>2/14/2005 Approved-Chaplain 3/12/2018 Repealed-Chaplain 3/12/2018 Approved- EPA</b>	<b>Page 1 of 4</b>
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### **Volunteer-Employee Assistance Program and Member Support**

**PURPOSE:** To describe the TSCFD Volunteer-Employee Assistance Programs and Member Support Services.

**GENERAL POLICY STATEMENT** The purpose of the Assistance Programs is to assist members in effectively coping with personal and/or job stress. EAP services are available to all employees, retirees, volunteers, and their immediate families. In addition, the EAP aims to retain valued members, to facilitate job effectiveness, and to encourage a positive work climate. A policy overview is provided below.

- A. The TSCFD recognizes that most personal problems can be improved and/or corrected with effective intervention. (anger, anxiety, grief, communication problems, drinking, drug use, domestic violence, eating disorders, health problems, marital, relationships, family issues, depression, parenting, stress, suicidal thoughts, work and performance issues, and more.)
- B. The department has a vested interest in the health and well-being of members and will endeavor to help when a member requests assistance and/or when an employee's job performance is adversely affected.
- C. Member consultation with and participation in the EAP, including all records and discussions of personal issues shall be treated in a confidential manner in accordance with the confidentiality regulations.
- D. Self-referral to the EAP is encouraged.
- E. Such voluntary participation in the EAP shall not jeopardize an members job security or long-term promotional opportunities. However, participation in the EAP does not relieve an employee of the responsibility of satisfactorily meeting job performance standards.
- F. Beyond encouraging an employee to use the EAP, any formal performance referral to the EAP must be based strictly on the members job performance and/or conduct problems. Department supervisors shall concern themselves only with such job performance and/or conduct issues. They shall not attempt to clinically diagnose an employee's underlying personal problem(s).

## **HOW IT WORKS**

You have a confidential EAP provided by the TSCFD. The EAP provides assessment and referral services, and short-term counseling, to help you work through life's challenges. You and other adults or children living in the family household can use this program.

Your EAP services are provided by the Human Development Company. Their counselors are all master level or certified professionals with many years in clinical experience. When you call the EAP the staff will help you set an appointment with one of their professional counselors. You and the counselor will decide together the best approach to take to resolve your particular problem. Many problems are resolved or improved through short-term counseling, without any further need for services.

The EAP does not share any information about your involvement or use of their services without your prior knowledge and written permission, except as required by law.

## **YOUR EAP COST YOU NOTHING**

The TSCFD is concerned about your well-being and so provides this program at no cost to you. However, you may be responsible for any cost outside the EAP sessions, such as provided by referred providers. Your EAP counselor will take about these cost with you before outside services are used. Your health insurance plan may cover some or all of these expenses,

## **24/7 HELP**

You can call the EAP 24/7 at 502-589-4357 or 1-800-877-8332.

## **NATIONAL VOLUNTEER FIRE COUNCIL FIRE/EMS HELPLINE**

The NVFC provides the same type of services and may be reached at 1-888-731-3473.

## **KENTUCKY COMMUNITY CRISIS RESPONSE BOARD**

The staff may use the Kentucky Community Crisis Response Board to address needs. They provide consultation, assessment, psychological first aid, multi-component crisis intervention, education, and training. They may be reach at 888-522-7228

## **SPIRITUAL GUIDANCE**

The Chief, IC, or others may help contact persons, insurance agents, family members, etc. in all cases, you must find out a victim's church or religious preference and attempt to notify the pastor or church. We do not replace the home church pastor, but seeks to support the concerns of every church for its members. Moreover, we must be for the advantage of every member of the department and public, regardless of his/her nationality, race, sex, sexual orientation or religion.

Any communications a person makes with our members in this situation to our members is on a strictly confidential basis and will not be released to department members or any other person.

## **MEMBER SUPPORT AND OTHER**

The chief, IC, or chief's designee to the will remain constantly alert and sensitive to needs of the members and public. Some of those area may include:

- A critical injury or death to a firefighter is reported.
- The incident involves a victim that is a member of the department member's family.
- The victim of family is highly emotional or unstable.
- Care is needed for the family of the victim while treatment is underway.
- Referral to appropriate community agencies for assistance.
- Help contact persons, insurance agents, pastor/church family members if requested
- Watch for signs of physical or emotional stress.
- Chief or designee will visit hospitalized department members and members of their families.
- Support our members during the death, injury to, or hospitalization of a fire department member's spouse, child or death of a member's close family member.
- Death notifications will be conducted by law enforcement or the coroner. The TSCFD will assist if requested by law enforcement or coroner
- Just all members be nice and treat each other and the public like family.

*Approved 3/12/18  
Board of Trustees  
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